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MAY 21 2014

FCC Mail Room

May 15, 2014

Ms. Jessica Rosenworcel  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington, DC 20554

Ref: Comcast and Time Warner Merger

Dear Ms. Rosenworcel,

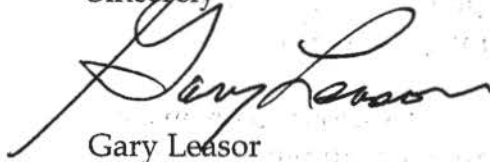
I have read several articles concerning the possible merger of Comcast and Time Warner. Based on my past and present experiences with Comcast, that merger would inflict undue and unearned "pain" upon millions of people presently with the Time Warner organization.

I have attached a copy of a letter that I have forwarded to Neil Smit, President of Comcast Corporation. I think that the letter is self-explanatory and it reflects the frustration and futility of the Comcast Customer Service experience. Almost everyone I know has had similar experiences and the most frequent comment is "they have a monopoly in our area and we have no other choices".

If you want to have the "Comcast Customer Service experience" yourself, visit a local, Comcast Service Center and witness their customers waiting up to two to three hours to resolve their individual issues. In Boca Raton, Florida, I waited over two hours to get a digital convertor, so I could watch television in my condo. If you don't have the time to physically visit a location, then simply call (800) 266-2278 and talk to multiple personnel from the Philippines that are trying to sound like Americans.

In all due respect to your position, I would really spent time to determine if it is in the best interest of the American people to continue to let this Comcast monopoly grow. Thanks for your time.

Sincerely



Gary Leasor

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May 15, 2014

Mr. Neil Smit, President  
Comcast Corportion  
Comcast Center  
1701 JFK Blvd.  
Philadelphia, PA. 19103

Ref: Comcast Terrible Customer Service

Dear Mr. Smit

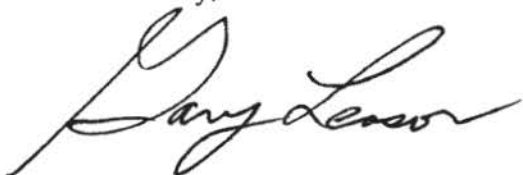
First, I know that you are an extremely busy person, but, I feel (and hopefully you feel) that someone in Senior Management needs to understand the seriousness of your poor Customer Service. It seems that this poor customer service extends throughout your organization, based on my recent experiences in Florida, Washington, DC, and now Kentucky.

To make a very long and very painful story short, I have been trying to convert the phone service of my ninety-two year old father from Windstream phone service to Comcast (since he has Comcast television cable service) since April 23, 2014. Since that date, we have talked to several of your Customer Service representatives and respective managers (in the Philippines) to try to get his number transferred to Comcast, with no avail to date. I assume that you knew that ALL of your Customer Service personnel are in the Philippines. I suggest that you give them a call someday and try to understand what they are saying, since their accents are very difficult to understand. I have talked to the third party verifier two different times to approve the transfer and today I think the customer service representative transferred me again to the third party for verification.

Needless to say, I am frustrated and concerned that I can't continue to talk to my father on a daily basis to determine the present status of his changing health condition. I have to send my sister over there and I call her cell phone to communicate with him. If you have any interest in reviewing this situation, my father's information is: Morris Leasor, 5878 St. Johns Road, Elizabethtown, KY. 42701 and the phone number in question is (270) 862-4743.

I would normally not take the time to deal with such an incompetent Customer Service organization, but unfortunately, with the exception of Windstream, Comcast has a monopoly on that area of Kentucky.

Sincerely,



Cc: Mr. Tom Wheeler  
Federal Communications Commission